

RESOLUTION NO. 94-149

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A RESOLUTION OF THE LODI CITY COUNCIL  
APPROVING THE REORGANIZATION OF THE LODI POLICE DEPARTMENT'S  
DISPATCH UNIT AND RECORDS DIVISION  
AND AUTHORIZING COMPENSATION ADJUSTMENTS

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WHEREAS, in an effort to achieve cost savings and maintain effective service, staff recommends the reorganization of the Police Department Dispatch Unit and Records Division; and

WHEREAS, the Services Division Supervisor position, along with one (1) Dispatcher/Jailer position, will be reallocated to the new class of Lead Dispatcher/Jailer which will provide lead direction for the dispatch and jail functions; and

WHEREAS, the remaining Service Division Supervisor duties pertaining to the Records Division not being assigned to Lead Dispatcher/Jailer will be delegated to the Administrative Assistant; and

WHEREAS, as a further cost savings effort, one (1) Police Records Clerk III position will be reallocated to Police Records Clerk I/II which is an existing classification and one (1) Dispatcher/Jailer position will be eliminated; and

WHEREAS, the City Manager has recommended the reorganization of the Police Department Dispatch Unit and Records Division, representing an annual savings to the City of \$43,000.00 annually as described below:

- A. Approve the class specification for Lead Dispatcher/Jailer and assign the following salary range:

| Step A      | Step B      | Step C      | Step D      | Step E      |
|-------------|-------------|-------------|-------------|-------------|
| \$ 2,465.88 | \$ 2,589.16 | \$ 2,718.62 | \$ 2,854.55 | \$ 2,997.28 |

- B. Delete the Service Division Supervisor classification and reallocate position to Lead Dispatcher/Jailer.
- C. Reallocate one (1) Dispatcher/Jailer position to Lead Dispatcher/Jailer.
- D. Reallocate one (1) Police Records Clerk III to Police Records Clerk I/II.
- E. Eliminate one Dispatcher/Jailer position.

NOW, THEREFORE, BE IT RESOLVED, the City Council authorizes the reorganization of the Police Department and salary range as recommended.

Dated: December 21, 1994

I hereby certify that Resolution No. 94-149 was passed and adopted by the Lodi City Council in a regular meeting held December 21, 1994 by the following vote:

Ayes: Council Members - Davenport, Pennino, Sieglock,  
Warner and Mann (Mayor)

Noes: Council Members - None

Absent: Council Members - None

  
Jennifer M. Perrin  
City Clerk

## LEAD DISPATCHER/JAILER

### DEFINITION:

Under direction, is responsible for the lead supervision and participation in the day-to-day operations of the Dispatch Unit on an assigned shift. Performs a variety of administrative and technical duties in support of the police department.

### DISTINGUISHING CHARACTERISTICS:

This position is the advanced journey level in the Dispatcher/Jailer series. It is distinguished from the Dispatcher/Jailer class in that incumbents in this class perform shift supervision, training, evaluation, and scheduling in addition to the duties of dispatching and jail supervision.

### SUPERVISION EXERCISED AND RECEIVED:

This position provides direct and indirect lead supervision over Dispatcher/Jailers. Reports directly to the Watch Commander, and receives direction from the Operations Division Commander.

### EXAMPLES OF DUTIES:

Duties may include, but are not limited to the following:

- Performs regular dispatch duties including receiving interpreting, classifying, prioritizing and responding to calls of a routine and emergency nature.
- Performs regular jail supervision duties including admittance, supervision and release.
- Plans, assigns, reviews and evaluates the work of Dispatcher/Jailers and assures that standards are maintained.
- Reviews existing policies and procedures and recommends new or revised procedures where appropriate.
- Enforces department regulations and recommends disciplinary action if necessary.
- Coordinates activities of dispatch center within the department and with outside agencies.
- Makes budgetary recommendations.
- Briefs on-coming Dispatcher/Jailers of shift activity.
- Completes administrative duties as assigned.
- Prepares written reports of incidents, informational memos, commendations, discipline and business letters.
- Analyzes shift operations and directs appropriate personnel assignments or adjustments.
- Conducts initial investigation and assists in formal investigations of complaints of misconduct or inefficient performance of personnel.
- Establishes and maintains working professional relationships with allied agencies, departmental staff, and general public.
- Maintains department, state and federal manuals, including making revisions and updates.
- Coordinates staffing schedule and ensures proper shift coverage to include regular dispatch/jail operations, and excessive workloads due to special events, and short notice changes.

EXAMPLES OF DUTIES (Cont'd):

Identifies training needs; develops, implements and coordinates training programs for both new and tenured employees.  
Performs minor troubleshooting and repairs of communication equipment.  
Inventory's and maintains supplies for Dispatch Center and Jail.  
Performs related duties as required.

MINIMUM QUALIFICATIONS:

Knowledge of:

Operation of communication equipment, computers, and peripheral equipment including related software.  
State and local jail regulations pertaining to prisoner admittance, supervision and release.  
First Aid and CPR procedures.  
Recent technology in law enforcement communications.  
Interrelationship of local and statewide telecommunications system.  
Principles and practices of supervision, training and performance appraisal.  
Policies and procedures of dispatch/jail operations and relevant departmental policies and procedures.

Ability to:

Respond/dispatch appropriately to incoming calls over phone, 911, radio and alarms.  
Admit and supervise prisoners including physically escort/direct or restrain and control combative prisoners in the jail by the use of restraint techniques and handcuffing procedures.  
Exercise judgment, tact and common sense in resolving difficulties and problems in the dispatch center and jail.  
Set priorities and perform numerous tasks simultaneously.  
Effectively communicate and deal with agitated or emotionally distraught citizens to elicit necessary information.  
Operate computers and peripheral equipment.  
Formulate and implement general orders, policies and procedures.  
Analyze operations and assess subordinate personnel assignments.  
Identify performance deficiencies, recognize proficient/exceptional performance, and prepare concise written evaluations.  
React quickly and calmly to exercise good judgement in coordinating dispatching operations during emergency situations.  
Support policies and procedures of the Lodi Police Department toward the accomplishment of departmental goals and objectives.

Ability to (Cont'd):

Establish and maintain effective working relationships with those contacted during the course of work.  
Analyze situations and adopt effective courses of action.  
Write effectively for the completion of reports, evaluations, and various other documentations.  
Supervise, train, direct and evaluate the performance of others.  
Speak clearly and concisely with good modulation.

EDUCATION AND EXPERIENCE:

Any combination equivalent to experience and education that would likely provide the required knowledges and abilities would be qualifying. A typical combination is:

Education:

Equivalent to completion of high school.

Experience:

Two years of experience performing the duties equivalent to the Dispatcher/Jailer in the City of Lodi.

LICENSES AND CERTIFICATES:

Possession of an appropriate, valid Driver's License from the California Department of Motor Vehicles.